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# ICARE

a new way for you  
to get quality  
hospital care

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Illinois Department of Public Aid

# ICARE is a new program which helps you and your family receive quality hospital care close to home.

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The Department of Public Aid has a new way of providing you with improved hospital care. It's called ICARE which stands for the Illinois Competitive Access and Reimbursement Equity Program. That's a long name, but it's a program that goes a long way to better meet your hospital needs.

The Department has designed ICARE to make sure that you have access to every possible medical service at a hospital convenient to your home.

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**THE DEPARTMENT MAKES IT EASY FOR YOU TO KNOW WHICH HOSPITALS WILL SERVE YOU. CALL THE ICARE HOTLINE: 1-800-523-4121.**

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**FIRST**, ICARE gets you medical services in hospitals near your home by encouraging your community hospitals to provide you with services. This way, if you have to go to a hospital for any reason, you can get there faster and you'll be closer to your family during your hospital stay.

**SECOND**, ICARE assures that you get quality care by carefully checking out each hospital participating in the program. Careful planning and review goes into each contract worked out with each hospital to make sure that you will receive the same quality care as that available to the general public.

**THIRD**, ICARE guarantees emergency treatment wherever and whenever you need it. Whether or not the hospital that treats you in an emergency participates in ICARE does not matter. You will get the services you need, including specialty care.

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Because ICARE is a new program in which the Department of Public Aid has contracted with hospitals to provide you with hospital services, you probably have several questions.

**How do I know which hospitals are under contract with the Department?**

Before the contracts become effective, the Department will send you a list of the participating hospitals in your area. You may select **any** of these hospitals if you ever need their services.

**What about an emergency when I'm not close to a contracting hospital?**

In an emergency, you may go to any hospital - whether it's under contract or not.

**What if I need specialized services?**

ICARE promises you access to specialized treatment whenever you need it, at a contracting hospital.

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**REMEMBER, YOU MAY CALL THE  
DEPARTMENT'S TOLL-FREE TELEPHONE  
NUMBER TO FIND OUT WHICH HOSPITAL  
YOU MAY GO TO OR TO ASK ANY QUES-  
TIONS YOU HAVE: 1-800-523-4121.**

If you have any questions regarding our  
ICARE Program, call our toll-free ICARE tele-  
phone number **1-800-523-4121**.

**Illinois Department of Public Aid  
Jesse B. Harris Building  
100 South Grand Avenue East  
Springfield, Illinois 62762**

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